



SHAIK ASHARAF ALI

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CAREER OBJECTIVE

Continue to develop into the best I.T Professional that I can be. Through constant learning and expansion of my technical skills I shall contribute to the growth and profitability of the organization.

WORK EXPERIENCE

**1. Working as Group IT Manager in Imperial Group of Hotels Limited, Uganda
Sep 2016 to Till Date.**

- Working as a Team lead.
- Responsibility of Installation and implementation of Hospitality Management Software's (Customized as per the requirements, having all the modules for an organization (Front Office / Back Office / Payroll / Inventory etc)
- Installed and configured HP Rack Server with operating system Win 2008R2.
- Overall responsibility to maintain and provide trouble shooting support for following systems at the property: local and wide area networks, back office accounting, e-mail, reservations, PMS, call accounting, internet access (Guest, Meetings & associate), Point of sale, time and attendance, sales & catering, office automation, key entry systems, backup systems, telecommunication systems, meeting rooms and display boards.
- Coordinate all hardware and software purchases between the hotel, corporate and the vendor insuring that purchases meet any budgeted constraints as well as any requirements mandated.
- Establish and maintain user procedures and hardware familiarization and training for all systems as needed.
- Maintain present inventory of the property I.T. systems and hardware.
- System administration, administrating and maintaining of software packages, and complete hardware from pc to server level.
- Installing / implementing and supporting Mail servers/file servers for the group.
- Maintaining leased lines for the group (Cisco 2800 routers).

- Monitoring and troubleshooting network incidents, planning and executing the up gradation activities.
- Installing / implementing and supporting wireless internet for the group.
- Develop and maintain positive working relationships with others; support team to reach common goals. Ensure adherence to quality expectations/standards; identify, recommend, develop, and implement new ways to increase organizational efficiency, productivity, quality, safety, and/or cost-savings
- Completely responsible for security and data of the group.
- 24 hours technical support, win 2k / XP Windows 7, 8,10 and Netware troubleshooting.

2. Worked as IT Manager in Ramada Resort (139 keys) Hotel at Jangwani Beach, Dar-Es-Salaam, Tanzania, Oct 2015 to May 2016.

- Responsible for the implementation of entire IT Setup with the latest technology.
- Provide day-to-day services to the end-users including the connection of PC's and laptop's on the hotel network, creation and resetting of passwords for all business applications, managing software deployments etc. to ensure compliance with pre-defined IT standards and policies.
- Installed and configured HP Rack Server with operating system Win 2008R2.
- Configured dedicated servers for all Application like Opera PMS (Front Office), Material Control(Purchasing & Inventory), Sun System/Vision (Financial Accounting) , Micros (POS), FCS Call Accounting & Voice mail, Symantec Antivirus, Interfaces Servers, Active directory, Sql & Oracle Database, Sage Payroll system (SAGE).
- Responsible for dedicated Ruckus Wi-Fi access point and IP Smart TV in all Guest Rooms and Public areas around the Hotels
- Installation and Configuration of HP core switch and Layer 3 Switches with Different VLANS for IPTV Data, Voice and Wi-Fi AP with POE.
- Handling Avaya G450 EPABX with IP telephony for Guest and Admin Office with different policies.
- Handling Cloud based digital online Signage's Boards for conference and Meeting Rooms.
- Monitoring Backups for all users and Software Application to Storage and Tape Backup Daily
- Responsible for setup of Server Room (consists of Servers, IPABX, IPTV, and CCTV)
- Responsible of In Room Technologies such as dedicated Wi-Fi Access Point, Media Panel, etc.
- Follow up on colleagues' and guests' requests in order to verify that the problem has been resolved and the proper solution has been applied in a timely manner.

- To proactively support hotel guests with any IT related issues within the guest rooms, function rooms or public areas within the hotel.
- To proactively support hotel employees with any IT related issues within their role and/or department.
- To ensure the Company's software, hardware and internet policies are adhered to and ensure that only licensed software is installed on the Company's servers, computers and other hardware. Escalate any breaches to the General Manager, Director of Finance and Director of Human Resources.
- To provide 24 hour, 7 days a week on call support as and when required.
- To coordinate the timely repair and return of any faulty systems or item of equipment.
- To maintain all printers, photocopiers, scanners, and credit card terminals and coordinate quarterly preventative maintenance.
- To assist in compiling the annual IT Department budget, inclusive of payroll, general expenses, training and Capital Expenditure.

3. Worked as Group IT Manager in Imperial Group of Hotels Limited, Uganda Aug 2011 to Aug 2015.

- Worked as a Team lead.
- Responsibility of Installation and implementation of Hospitality Management Software's (Customized as per the requirements, having all the modules for an organization (Front Office / Back Office / Payroll / Inventory etc)
- Overall responsibility to maintain and provide trouble shooting support for following systems at the property: local and wide area networks, back office accounting, e-mail, reservations, PMS, call accounting, internet access (Guest, Meetings & associate), Point of sale, time and attendance, sales & catering, office automation, key entry systems, backup systems, telecommunication systems, meeting rooms and display boards.
- Coordinate all hardware and software purchases between the hotel, corporate and the vendor insuring that purchases meet any budgeted constraints as well as any requirements mandated.
- Establish and maintain user procedures and hardware familiarization and training for all systems as needed.
- Maintain present inventory of the property I.T. systems and hardware.
- System administration, administrating and maintaining of software packages, and complete hardware from pc to server level.
- Installing / implementing and supporting Mail servers/file servers for the group.
- Maintaining leased lines for the group (Cisco 2800 routers).
- Monitoring and troubleshooting network incidents, planning and executing the up gradation activities.
- Installing / implementing and supporting wireless internet for the group.

- Develop and maintain positive working relationships with others; support team to reach common goals. Ensure adherence to quality expectations/standards; identify, recommend, develop, and implement new ways to increase organizational efficiency, productivity, quality, safety, and/or cost-savings
- Completely responsible for security and data of the group.
- 24 hours technical support, win 2k / XP Windows 7, 8 and Netware troubleshooting.

4. Worked as an Asst. IT Manager in Imperial Group of Hotels Limited, Uganda Apr 2007 to Aug 2011.

- Installation and implementation of Hospitality Management Software's.
- System administration, administrating and maintaining of software packages, and complete hardware from pc to server level.
- Provides expert and creative solutions to user/ guest problems on laptops and desktop systems to ensure user/ guest satisfaction and productivity.
- Installing / implementing and supporting Mail servers/file servers for the group.
- Maintaining leased lines for the group (Cisco 1800 routers).
- Monitoring and troubleshooting network incidents, planning and executing the upgradation activities.
- Installing / implementing and supporting wireless internet for the group.
- Completely responsible for security and data of the group.
- 24 hours technical support, win 2k / XP Windows NT and Netware troubleshooting.

5. Worked as Network Engineer in Pioneer Online Pvt Ltd Hyderabad, 2006-07.

- Pioneer Online Pvt. Ltd. (ISO-9001) is the global e-business Solutions Company belonging to a prestigious group head quartered in Hyderabad, having over four decades of experience in managing infrastructure projects and ISP services all over India. The networking SBU (Strategic Business Unit) specializes in Network Management, Remote network Services and Security and Storage solutions.
- Responsible for maintenance & troubleshooting of pc.
- Administration and Maintenance of LAN & WAN.
- Maintaining and managing Routers, Switches.
- Configuring various routing protocols.

Prestigious clients: AP police, South Central Railways, APMHIDC, and APSCHC.

5. Worked as a Hardware and Networking Engineer for Micro Links. 2005-06

Rectifying the internal systems problems like OS problems and Networking problems

EDUCATIONAL QUALIFICATIONS

- ◆ M.Sc., (Computers) with distinction from Mahatma Gandhi P.G. College, Nagarjuna University, Guntur.
- ◆ B.Sc., (Computers) from Career Degree College Nagarjuna University, Guntur.
- ◆ Intermediate from Board of Intermediate Education, Andhra Pradesh.
- ◆ S.S.C. from Board of Secondary Education, Andhra Pradesh.

TECHNICAL SKILLS

Operating Systems:

Installation and troubleshooting of windows Servers 2000,2003,2008 WinXP,WIN7,WIN8,WIN10, LINUX. Key responsibilities include troubleshooting of all the hardware and OS problems in the organization, antivirus security support like Installations and periodical updates.

Networking:

Structured cabling and crimping, installing hubs and configuring switches. Configuration of routers, firewall.

Database: SQL server.

Hotel Applications: Well Versed with Hotel Applications such as OPERA, MICROS POS, SUN, MC, S & C, and IDS.

Other Qualifications

- ◆ Hardware & Networking Certification at Jawaharlal Nehru National Youth Centre.
- ◆ Got Training and versatile on MCSE , CCNA and Linux, from ZOOM, Banjara Hills , Hyderabad

Specialized Certifications:

Certified Cisco Network Associate (CCNA) ID: CSC010992585

- Configuring and maintaining of Routers, Switches, Hubs
- Implemented Static Routing, RIP, IGRP, OSPF and ISDN connection.
- Configuring and maintaining Networking (LAN & WAN).
- Implementing, Configure and Maintain ISDN Lines, Leased Lines.
- Creating Access list, VLANs, Nating making inter VLAN communication.

PROJECTS HANDLED

Project: **Online counseling**

Role: Network Engineer

Client: APSCH.

Nature of Job:

1. Configuring and maintaining Cisco 1700 series routers, which Has Leased Lines with ISDN as backup.
2. Configuring ISDN on Cisco1700, and DAX routers
3. Installation, maintenance of Red Hat Enterprise Linux servers.
4. Designed the network
5. Configured RIP v2 as a routing protocol.

Project Description

The project is deployed to conduct Admissions for all academic courses for seven various Universities in Andhra Pradesh centrally by making all the Universities networked.

Project: **MIS (Management Information Systems)**

Role: Network Engineer.

Client: South Central Railways. (Guntur)

Nature of job:

1. Configured OSPF as a routing protocol.
2. Configuring and Maintain 64Kbps Leased Lines with Nomus Modems.
3. Configuring and Maintain DAX 1700 series Edge Routers.
4. Configuring and Maintain ISDN as backup for Leased Line Connectivity.
5. Maintain Sonic Firewall for Security and VPNS
6. Configuring and Maintain 24Port Manageable switches with SX-SC Modules.
7. Configuring and Maintain Hardware RAS for Dialup Connections.

Project Description

Management Information System is a software Application system which is designed to collect the data and monitor activities going on in every Railway Station where railway Stations are connected to divisional offices through Various Network Connectivity Modes and the Divisional offices is connected to their respective Head quarters and respective Headquarter to Delhi CRIS. Project is being deployed in whole AP.

PERSONAL PROFILE

Full Name : SHAIK ASHARAF ALI
Father Name : Sri. SK. Showkath Ali.
Date of Birth : 10TH March 1981
Marital Status : Married (and one kid)

(SHAIK ASHARAF ALI)